

September 20, 2000

Mr. Dale Hatfield Office of Engineering and Technology Federal Communications Commission 445 12<sup>th</sup> Street, SW, Room 7-A-340 Washington, DC 20554

Re: Final Service Disruption Report

Dear Mr. Hatfield:

Pursuant to the requirements established in the Report and Order in CC Docket No. 91-273 (Amendment of Part 63 of the Commission's Rules to Provide for Notification by Common Carriers of Service Disruptions), PACIFIC BELL submits the attached Final Service Disruption Report associated with a service disruption in Beverly Hills, California on August 21, 2000.

An Initial Service Disruption Report was faxed to the FCC's Monitoring Watch Officer on that date.

Please stamp and return the provided copy to confirm your receipt. Please contact me if you have questions regarding this service disruption.

Sincerely,

Enclosures

CC: Bob Kimball Kent Nilsson



Retention Period: 6 Years FCC SERVICE DISRUPTION REPORT 00-135

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Type of Repo	rt:	Report	☐ Update	⊠ Final			
Occurred:	Date: 08/21/2000	Time: 16:42 PI	DT _	50,000 or More Customers 30,000 - 49,999 Customers			
Ended:	Date: 08/21/2000	Time: 19:48 PI	DT 🗀	Fire incident ≥ 1,000 lines			
Duration (in minutes):		186 minutes		Special Offices/Facilities  911			
CSQFR Number:		<u> </u>		<ul><li>☐ Major/Medium Airport</li><li>☐ NCS Request</li></ul>			
Geographic Area Affected: Beverly Hills, California							
Estimated Customers Affected: 68,049							
Type(s) of Services Affected:       ☐ Local (Intraoffice) ☐ IntraLATA ☐ InterLATA ☐ 800         ☐ LIDB ☐ Operator Services       ☐ Interexchange ☐ Switched Access (interoffice)         ☐ Cellular ☐ International       ☐ E911/911 ☐ FAA ☐ All							
Estimated Blocked Calls: 30							
<b>Apparent or Known Cause of the Outage:</b> At 16:42 PDT, on Monday, August 21, 2000 a scan point in the Nortel DMS-100 E911 Tandem Switch reached saturation, due to a fault in the alternate answer point for the Beverly Hills Police Department Public Safety Answering Point (PSAP), and automatically routed 911 calls to an alternate PSAP at the Mobile Command Center, which was not manned. The Beverly Hills Police Department notified Pacific Bell personnel of the situation after they attempted a test call at 19:16 PDT.							
Approximately 40 calls to 911 (30 unique and 10 test) were lost during the event. There was no media coverage. Pacific Bell is not aware of any life-threatening incident that occurred during the outage.							
Root Cause is Ineffective Fault Recovery or Re-Initialization Action - simple, single point failure resulting in failure of protection switch to standby.							
Name and Type of Equipment Involved: Nortel DMS-100							
Specific Part of Network Involved: F911							

**Methods used to Restore Service:** Alternate routing to the Beverly Hills Fire Department was manually completed at 19:48 PDT.

## **Steps Taken to Prevent Recurrence:**

- 1. Pacific Bell began implementing the Network Control Modems (NCM) on August 29, 2000 to critical 911 tandems. The NCM will alert and prevent a possible disruption of service.
- 2. Pacific Bell has been working with Nortel to provide a permanent fix for the scan point saturation problem. The fix will be included in the next generic that is due to be delivered during the 1<sup>st</sup> Quarter of 2001.
- Pacific Bell sent a communiqué to all PSAPs recommending they regularly test their alternate transfer switch for correct functionality. This communiqué was sent via certified mail July 1, 2000.

Applicable Best Practices: Pacific Bell reviewed the Network Reliability: The Path Forward, Focus Group IV Essential Communications During Emergencies, dated January 12, 1996 and Network Reliability: A Report to the Nation, Compendium of Technical Papers, dated June 1993 and evaluated all recommendations and best practices. Based on the Root Cause analysis the most appropriate focus areas are:

The Path Forward, Focus Group IV Essential Communications During Emergencies Reference: Section 6.2 Alternate Path when the Primary 9-1-1 Interoffice Facility Fails

• Recommendation 6.2.2 Alternate PSAPs from the Serving End Office

A Report to the Nation, Compendium of Technical Papers Reference: Section 6.1 Defensive Measures for Interoffice Facilities

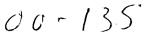
Recommendation 6.1.3.1 Alternate PSAPs

**Best Practices Used:** Pacific Bell observes those practices that are consistent with providing outstanding customer service.

**Analysis of Effectiveness of Best Practices:** Beverly Hills PSAP personnel are being retrained to respond to the uniqueness of their 911 arrangement.

Prepared by: Jim Lankford Telephone: 210-886-4589

Date submitted: 09/20/2000 Time: 09:45 CDT





A member of the SBC global network

Retention Period: 6 Years		FCC SE	FCC SERVICE DISRUPTION REPOR				
Type of Report:			☐ Update				
Occurred:	Date: 08/21/	2000 Time: 16:4	2 PDT	50,000 or More Customers			
Ended:	Date: 08/21/	2000 Time: 19:4	B PDT	30,000 - 49,999 Customers Fire incident ≥ 1,000 lines			
Duration (in minutes):		186 minutes		Special Offices/Facilities  ☑ 911 ☐ Major/Medium Airport ☐ NCS Request			
Geographic Area Affected: Beverly Hills, California							
Estimated Customers Affected: 68,000							
Type(s) of Sei				ATA  InterLATA  800 led Access (interoffice)			
Estimated Blocked Calls: 30							
Apparent or Known Cause of the Outage: At 16:42 PDT, on Monday, August 21, 2000 a scan point in the Nortel DMS-100 E911 Tandem Switch was operated which sent 911 calls intended for the Beverely Hills Police Department Public Safety Answering Point (PSAP) to an alternate PSAP at the Mobile Command Center, which was not manned. The Beverely Hills Police Department notified Pacific Bell personnel of the situation after they attempted a test call at 19:16 PDT. Investigation is under way to determine why the scan point activated and why there were no alarms or notifiers.							
Name and Type of Equipment Involved: Nortel DMS-100							
Specific Part of Network Involved: E911							
<b>Methods used to Restore Service:</b> Alternate routing to the Beverly Hills Fire Department was manually completed at 19:48 PDT.							
Prepared by: J Date submitted	im Lankford : 08/22/2000		Telephone: :	210-886-4589 02:00 CDT			